



Learning Provider Portal Quick Guide


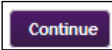

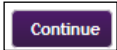

Forgotten your password?

If you are unable to sign in because your account is locked or you have forgotten your password, contact your User Administrator who will be able to reset or change your password for you by following the steps below. If a User Administrator is not available please contact the Partner Services Support Desk Helpline on 0300 100 0643, or email them at lpervices@slc.co.uk.

How to reset a password

Only users with the LP User Administrator role can access the Administer User section of the Portal to reset passwords. If you are a LP User Administrator please refer to section 7.2 of the User Guide for full and detailed instructions on how to administer existing users if this overview is not sufficient.

Resetting Passwords in the Learning Provider Portal

1. Click on the Administer User tab from the portal home page
2. Locate the necessary user from the list of users and click .
3. The 'Edit User' screen will then appear
4. Click  to go to the User Authentication Details screen
5. Check the  box
6. Select 
7. The Edit User, Preview or Save summary screen will be displayed
8. Select  to reset the password
9. A new password and secret answer will be sent to the user.

Note – passwords and secret answers are sent to users by an automatic SLC mailbox. If an email is not received within a few hours of resetting details please check your firewall.